

**East Staffordshire District Patient Engagement Group Minutes of the
Zoom meeting held on Thursday 13th August 2020,
between 18.00 and 20.00**

Present:

Sue Adey-Rankin, SAR	Chair East Staffs District Patient Engagement Group, (Tutbury PG).
John Bridges, JB	Vice Chair East Staffs District Patient Engagement Group, (Tutbury PPG)
CD	(Trent Meadows PPG)
SMcK	(Trent Meadows PPG)
BJW	(Tutbury PPG)
LL	(Alrewas PPG)
TB	(Yoxall PPG)
ZL	(Burton Mind and East Staffs Clinical Commissioning Group Patient Board)
LK	(Peel Croft Surgery)
LH	(Peel Croft Surgery)
RB	(Trent Meadows PPG)

(i). Apologies.

Apologies had been received from:

KB	(Rocester PPG) unable to get Zoom
JW	(Barton PPG)
JK	(Wetmore Road)
AH	(East Staffs Clinical Commissioning Group Lay Member, (Patient and Public Involvement)
DH	(Tamworth District and East Staffs Clinical Commissioning Group Patient Board)
DB	Healthwatch
IN	(Wetmore Road PPG)

(ii). Welcome.

The Chair, SAR, welcomed everyone to this the third District meeting held via Zoom. As with the previous meeting the invitation had also been extended to the members of the East Staffs Clinical Commissioning Group, (East Staffs CCG), Patient Board and it was good to see again one of those members present.

The house rules were agreed for the running of the meeting.

The Chair, SAR, then asked each person to briefly introduce themselves.

(iii). Minutes of the Meeting held on 16th July 2020

There was only one comment received from the Practice Manager, MF, of Trent Meadows. On page 3 Tutbury Practice was mentioned instead of Trent Meadows. In fact, the sentence should have had commas below and after the words “as Tutbury Practice”.

There were no further comments raised and the minutes were accepted as a correct record of what took place.

(iii) Feedback from the members present

The Vice-Chair had received the following prior to the meeting.

a. Yoxall PPG

- staff update given by practice manager Louise. New go will be doing 3 days a week and can continue the minor ops list which is great for our local population. 2 new receptionist really fitted in well with team.
- Pharmacy team changing as retirement of senior Dispenser soon, however replacement been appointed.
- Training of new practice staff continues.
- Long discussion regarding current guidelines re no access face to face with a doctor and no government directives for change anytime soon??. Our practice following concerns raised by staff, patients and PPG, regarding access and continuity of care and choice regarding seeing a doctor have agreed from begin sept.
- Pre-bookable telephone timed appts with chosen GP will be available but the GP, will decide who they ask to see in person following their

clinical telephone triage assessment. Not sure longer term the future of access. PPG members made it clear we are very concerned regarding this very important issue especially for the more vulnerable, disabled patients etc, who may not be able to communicate effectively over the phone and a lack of a medical physical examination, potentially could miss serious problems?? video consultation also mentioned but again fine if you can use a computer, have one! Target text messaging to be increased. Medication reviews still not being undertaken as per government guidelines. Discussed logistics re dispensary and numbers of patients that could be accommodated, safely in the waiting room, 11 patients.

- Reviewing currently re collection of drugs from pharmacy long term and the need for one -way system.
- difficult within practice. All staff wearing face masks at all times. Discussed need for ongoing updated communication with patients, is leaflets in with prescriptions, newsletters in parish mags, village notice boards, pubs etc. Facebook etc. Long discussion re Flu clinics and the many logistical problems this is going to cause this year, ongoing debate, supplies also an issue, hoping for a central pool in the area?? protocol for access, waiting, no guidance as yet? will need to target specific groups first and prioritise. A drive in system has been suggested by government, long discussion took place re the scenarios this would potentially cause locally, space, appropriate buildings, thinking outside the box, road access, health safety issues, clinical problems, staff and volunteers roles?? Needs to be safe, one way system, very structured and effectively run.
- Discussed PPG roles and whether we should be involved? Are we exposing ourselves to infection?? Will be personal choice. Next meeting to be arranged.

b. Barton PPG

- The Vice-Chair, JB, had been informed that there had been no dialogue between the Practice and the PPG Group since the pandemic had started.

c. Alrewas PPG

- The Vice-Chair, JB, had been forwarded the latest Alrewas PPG Newsletter earlier that day and will include it the end of these minutes.
- LL of Alrewas informed the members that they had held a brief zoom meeting and have another planned for September.

d. Rocester PPG

- As members are aware the PPG consists of one member, KB. However, there is a good relationship with the Practice and KB had forwarded some bullet points to the Vice-Chair which were read out at the meeting. These were:

Re: restoration of services:

- the Practice is experiencing the related demands as almost insurmountable, but is trying,
- they are now expected to be back to almost full delivery of services,
- due to social distancing everything takes twice the time, they don't have the time or capacity,
- there's a disparity between what's expected and what's achievable,
- they have concerns that they may be expected by the CCGs to downgrade PPE to achieve goals,
- some Patients' are frustrated when they can't understand that other Patients (whose needs are greater) are being seen/treated, when they themselves are not,
- the Practice would like the PPG to know all this and offer support.

e. LK, Peel Croft PPG

The work the PPG volunteers had been carrying out in the surgery car park has now been completed. It was good to help during the pandemic and good working and social relationships had been built up. The car park

is to be used for the forthcoming flu vaccinations with people having via their cars. LH, Peel Croft, has worries over the vaccination programme and how all will be achieved.

f. CD, Trent Meadows PPG

The flu vaccine programme is due to start from 26th September with 72 appointments already been booked. The logistics have been sorted out with an in and out system to be put in place. Assistance on the day will be given by PPG members. SMcK, Trent Meadows, has booked an appointment for the 8th October at Stretton and is getting it as she is a diabetic. Her husband who is in his 50's was not allowed to book a flu jab and was told this was because the Government has now stopped this?? No one else present had heard anything about this.

Flu is an agenda item later in the meeting.

g. Burton Mind

ZL, who is also a Patient Board member, indicated that Burton Mind is still seeing clients although mainly through telephone contact and other technological methods.

h. JB / BW, Tutbury Patient Forum

Next virtual group meeting early September. In regular contact with the surgery and then circulate the information to the membership. Currently discussing the flu vaccination programme.

(iv). Patient Stories

The Chair, SAR, and Vice Chair, JB, indicated that there were several patient stories that had been received, but due to patient confidentiality could not be disclosed. However, these and other soft intelligence had been escalated upwards and will be presented at the August Quality Board. Other stories / soft intelligence was as follows:

- A GP informed a lady in her eighties that she needed to have a blood pressure test. When she asked how this was to be done was told to do it herself and if she hadn't a meter to purchase one!!
- There is disparity between surgeries, and in fact within the same surgery, on the GP services that a patient can or can't receive.
- Frustration as people see other services etc being lifted but health service, especially GP's, appear to be the same as the start of the pandemic and in some cases even more severe.
- ZL said her mother needed an appt with King Street. The GP conducted this via the telephone, was very prompt and courteous and gave advice etc for the condition. Even suggested the use of What's App for sending photos etc. ZL is a patient of All Saints and heard nothing at all from them.
- Dentistry is another concern. LL had been told to purchase and use a temporary filling kit. Was useless. LK indicated similar story as needed a crown fitting and was told to use a kit from Boots. Dentists only doing emergency work and even then, some methods maybe not used, such as water spray etc due to the risk of cross infection.
- SMcK, Trent Meadows, had to go to Queens for a scan. Very good experience, well treated, kindness shown. Patients need to be made aware there is nothing to be frightened of in going to hospital appointments.
- LH, Peel Croft had to visit Royal Derby A&E with a suspect broken toe. Care was excellent.
- BW, Tutbury Patient Forum, had to attend eye clinic at Lichfield and ENT at Derby, both visits were fine.

(vi). News

- **East Staffs CCG Governing Body**

There was a meeting in public of the Governing Body on 30th July. This was a virtual group, via Microsoft Teams. However, they do not have the upgraded 365 version so although the meeting was held it had to be recorded and the link

put on the CCG website for the public to watch from 7pm onwards that same day. Concerns had been expressed by the public that the notice given for this meeting was in some cases only a few days beforehand and that it was rushed to get questions in by the deadline of 5pm 29th July.

There was also the issue of the public having questions once they had listened to the video recording. The dates of future meetings and a email address will be put onto the CCG website.

Currently the NHS level has been reduced from Level 4 to Level 3 and is in the Restoration and Recovery Stage. Full details of this can be found in the Chair's, Rachel Gallyot, paper submitted to the Board

The Vice-Chair, JB, will forward details on the Meeting Dates.

- **East Staffs CCG Patient Board**

A second Patient Board meeting was held vis Microsoft teams on the 6th August. The meeting had an UHDB update by Jim Murray and on the UHDB Exceptional Care Together Strategy by Peter Moore. There was also an update by Nicky Harkness, Managing Director East / South East CCG on the Restoration and Recovery Programme, flu vaccinations etc

- **National Association for Patient Participation. (NAPP)**

The Vice-Chair / Secretary, JB, has been distributing the NAPP newsletters in the normal manner. The latest one, August, has just been received and will be sent out to the members during the next few days.

- **Together We're Better stakeholder workshop event.**

Earlier in the day there was the, Together We're Better stakeholder workshop, which was held via Microsoft teams and had 70 people present.

There were many issues in joining both the main meeting, Our Chair SAR did not get into the meeting until 1.5hours after it had started also people ended up in the wrong breakout meeting. In our breakout group, chaired by Duncan Bedford, MD of UHDB Queens Hospital it was also mentioned by Dk Hoey that there was too much emphasis on the North Staffs and Stoke on Trent in the main presentation. Our Chair, SAR, raised questions on residential homes over who was responsible, what was happening with them, who are the GP leads and who does the flu vaccines within the homes.

The following email has been sent out to those who attended, and the presentations given.

Good afternoon

Thank you to everyone that was able to join today's Together We're Better stakeholder workshop event. A total of 70 people took part in the event and we're grateful for your time and for sharing your experiences.

We know that some people had difficulties in joining the meeting, which meant they missed the initial presentation, and/or had difficulties in joining the correct breakout room. We are sorry if you experienced any of these problems. This is the largest virtual stakeholder event we have held so far, and our team is already looking at how we improve future events.

During the focus groups we gathered a wealth of information and feedback. This invaluable information, both on the positives and negatives that you have experienced during coronavirus will now be collated and will help to inform our work moving forwards.

If you were not able to join the focus group, or want to give us more detailed information, then please take a few moments to complete the [workshop survey](#) that was circulated yesterday. We would also be grateful if you could complete the demographic profiling section of this survey, which will help us to know who was involved.

Even if you were unfortunately unable to join the meeting or hear the presentations, your feedback is really important to us and this survey is a great way to share your experiences.

The presentations that were shown today, including the main presentation and the three divisional area presentations (shown at the breakout sessions) can be found below:

- a. Main presentation go to <https://www.youtube.com/watch?v=clUuAEu4E0I>

b. North presentation go to <https://www.youtube.com/watch?v=wKlq7sxfxks>

c. East/South-east presentation go to
<https://www.youtube.com/watch?v=Bzla6lf8Ank>

d. West/South-west presentation go to
<https://www.youtube.com/watch?v=nTPRHwEFV9E>

Over the coming months, we will be continuing this dialogue with local people to understand their experiences and to inform our priorities for the future. We will share further information about future events and our work to restore services through our website and stakeholder bulletin. If you would like to be added to our stakeholder bulletin please email us at twb.comms@nhs.net

Finally, Healthwatch Staffordshire and Healthwatch Stoke-on-Trent are currently running a survey, looking at the impact of coronavirus. We are working with the two Healthwatch organisations on this and would ask that you please share this with your groups, so that we can get an even bigger understanding on people's experiences in accessing health and care services across Staffordshire and Stoke-on-Trent. The survey is open until 13 September 2020 and can be found [here](#).

Thank you for your time today.

Kind regards

Together We're Better Team

- **Primary Care Commissioning Committee**

There have been no PCCC meetings held in public since the beginning of 2020. It is hoped that these will be made available, via virtual means, sometime in August and when known details will be sent out to the members.

- **East Staffs Borough Council Planning Committee**

The Chair, SAR, and Vice-Chair, JB had listened into the recent virtual planning committee meetings. Recent ones discussed additions to the Branston and Uttoxeter Plans with both getting passed for additional housing. 106 monies

were mentioned, and it was good to see that the CCG are at last putting forward claims for some of this available money.

- **East Staffs and Surrounds Diabetes UK Patient Network**

The Vice Chair, JB, gave an update indicating the next virtual meeting of the network will be early September. Recently JB in his position as Chair of the network has been invited to sit on the Diabetes Foot Transformation Group which includes consultants from UHDB Derby and Burton, Midlands Partnership Foundation Trust and the CCG Commissioners. The first meeting has been held and was very positive.

In terms of Retinopathy, services have re-started under a national directive. I assume, like most services that are re-starting there will be quite a backlog to get through.

Podiatry were restoring services from end of July in a staged approach; however, they have continued to provide care to all high-risk patients throughout the pandemic. JB will keep everyone updated.

- **East Staffs District Patient Engagement Group website.**

As members are aware the Chair, SAR, and Vice-Chair, JB, have wanted the District Group to have its own website so we will be able to communicate to the wider communities. Unfortunately, we have no monies so have been trying to find ways of raising the amount. The Staffs County Council recently launched the Staffordshire County Council COVID-19 Support Fund. After making the appropriate enquiries, which in the criteria, required support by a local County Councillor the application for a grant under the scheme has been put forward by the Vice Chair, JB. We now have to wait to see if you will be successful.

- **General**

As previously mentioned, during the crisis the Vice-Chair / Secretary, JB, has been sending regular emails with relevant information pertinent to what has been happening in both the local and National arenas. This will continue.

(vii). Flu Vaccinations.

As previously discussed in the minutes there is a lot of concern over the flu vaccination programme for 2020. Further complications have arisen with the

decision that the over 50's and Year 7 students are also be included. The issue has been raised at both CCG Governing Body and Patient Board level. Recently the Chair, SAR and Vice-Chair, JB, had written a paper that had been sent to the Chair and Managing Director, (RG and NH), of the East / South East CCG concerning the concerns along with an estimate on the increase in the numbers involved. Apart from the usual questions and concerns we also asked

1. For a longer exposure time does the nurse etc require additional PPE protection at what cost and who pays for this? In addition will this be available in time?
2. The practicality of doing large vaccine runs within the GP environment. This will be at far reduced numbers so is consideration being given to having vaccines and places being available for large scale work?
3. Do we have the vaccines for all?
4. If not, what are the parameters for "who gets what first and when", regardless of the age group they fit into?
5. Has consideration been given to vaccinating Year 7's within their school environment?
6. Who will be picking up the bill for the additional costs to roll out this programme?
7. For young children could a district nurse vaccinate within the child's home.

Unfortunately, we have not had a response in time for this meeting except to say that LM, who oversees Primary Care on the CCG, will be coming to the next Patient Board to give an update.

(viii). Questionnaire

The end date for the questionnaire had been reached and a total of 82 people had responded. As previously mentioned, the Vice Chair, JB, wishes to thank CD of Trent Meadows for his assistance in transferring it into google docs and to Support Staffordshire, Healthwatch, Practices etc for circulating as far and as wide as possible. The results had been compiled and an initial draft report had been sent out to the members that day. It was agreed that some changes will need to be made, use of graphs and charts for example. In order to gather

everyone's thoughts it was agreed that any alterations / feedback had to be with the Vice-Chair, JB, by 5pm Thursday 20th August. This will give time for the necessary changes to be incorporated, introduction to be written and submission to both the District Group membership and East Staffs CCG Patient Board for discussion at their meeting on 3rd September.

(vii). Any Other Business

- LK, Peel Croft PPG returned to the topic of the Borough Planning decisions of which were in the Burton Mail with LK understanding Trent Meadows was to be given £50K under 106. LK also said why even more housing, and will the new extra development have affordable homes? SMcK, Trent Meadows PPG and who is also a Borough Councillor who sits on the Planning Committee, gave a brief account firstly on the houses planned indicating they will be mainly flats, apartments and one bedroomed then 2, 3 and 4 bedroom houses. In terms of what 106 monies mean for planning applications there is an opportunity for other parties to put forward requests for money under '106' 50% of the available money goes to education, bins etc then the rest can be applied for. There are formulas and viability tests that must be satisfied before any monies are put aside to those who have requested it. It was good to see that the local CCG are now putting forward applications under this scheme and yes some had been granted to Trent Meadows. CD, Trent Meadows PPG pointed out that the £50K is not sustainable as will be a one-off payment so care must be used on what the money will be spent on. The Chair, SAR, also indicated that it was the CCG's responsibility to ask for additional monies for the sustainability. Uttoxeter will have a similar issue with plans passed at the same meeting which will affect patient numbers at both Balance Street and Northgate Surgeries. She is asking for information on the Estate Planning and Strategy.
- TB, Yoxall PPG, is keen to know what plans there will be regarding care homes etc. Has a sister in a care home who has had COVID-19. There

needs to be a consistent message to be sent out, like GP surgeries, on accessibility for family, dealing with possible residents' mental issues. The Chair, SAR totally agreed with this and has been asking questions regarding care home clinical leads, their roles, vaccination for flu etc.

- SMcK, Trent Meadows PPG gave details on the voluntary driving she does for local people in taking them to appts, shopping etc. Needs more volunteers and information can be found by contacting Support Staffordshire. The pay is between £3 and £5 dependant on distance. Must remember to check your car insurance policy to ensure valid to do this type of work. There is also a gentleman who does similar work in Uttoxeter.
- There were positive patients' stories from 3 members, and these have been transferred to the appropriate section of these minutes.

(vi). Date of Next Meeting

After discussions it was agreed to hold the next virtual meeting, via Zoom, on Thursday September 24th starting at 6pm. The Chair SAR thanked everyone for their contributions and closed the meeting.

